

Installation Guide

hp StorageWorks Business Copy EVA/MA/EMA Host Agent v2.2 for Windows

Product Version: 2.2

Fourth Edition (October 2003)

Part Number: T3032-96107

HP StorageWorks "Business Copy (BC) for enterprise virtual array (EVA), modular array (MA), and enterprise modular array (EMA)" is the new name for the "Enterprise Volume Manager (EVM)" software.

This guide describes procedures for installing, reinstalling, updating, and removing the BC host agent software.



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Business Copy EVA/MA/EMA Host Agent v2.2 for Windows Installation Guide
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about this guide

This installation guide supersedes previous Business Copy (BC) host agent installation guides and provides information to help you:

- Understand Business Copy (BC) host agent installation prerequisites
- Install BC Host Agent v2.2 for Windows® software on a host computer in a BC v2.2 network

This host agent installs on the following Microsoft® host operating systems (OSs):

- Windows Server 2003
- Windows 2000 Server, Advanced Server, and Datacenter Server
- Windows NT® Version 4.0 Server and Enterprise Server

- Update BC host agent software on a host computer
- Reinstall BC host agent software on a host computer
- Remove BC host agent software from a host computer
- Contact technical support for additional assistance

“About this Guide” topics include:

- [Overview](#), page 6
- [Conventions](#), page 8
- [Getting Help](#), page 10

Overview

This section covers the following topics:

- [Intended Audience](#)
- [Prerequisites](#)
- [Related Documentation](#)

Intended Audience

This guide is intended for customers and HP authorized service providers. In addition to being familiar with BC (previously called Enterprise Volume Manager [EVM]), readers should also be knowledgeable of BC-supported:

- SAN fabric configurations
- Host operating system environments
- Storage systems
- Multibus configurations

Prerequisites

Before installing BC Host Agent v2.2 software, make sure you consider the following items:

- Has the BC Server v2.2 software been installed on a storage management appliance (SMA)? Supported SMAs include:
 - Compaq SANworks Management Appliance
 - SANworks by Compaq Management Appliance II
 - HP OpenView Storage Management Appliance III

If not, install the BC Server v2.2 software on the SMA before continuing. Refer to the *HP StorageWorks Business Copy EVA/MA/EMA Server v2.2 Installation Guide* (T3032–96102).

- Does the host computer on which the BC Host Agent v2.2 software is being installed have visibility to an SMA in the same SAN environment? If not, refer to the *HP StorageWorks Business Copy EVA/MA/EMA v2.2 Network Administration Guide*¹ (T3032–96101).

1. Hereafter referred to as BC Network Administration Guide.

Related Documentation

In addition to this guide, HP provides corresponding information:

- *HP StorageWorks Business Copy EVA/MA/EMA v2.2 Read Me First*² (T3032–99101)
- *HP StorageWorks Business Copy EVA/MA/EMA v2.2 Update Read Me First*³ (AA–RQ70G–TE)
- *HP StorageWorks Business Copy EVA/MA/EMA Server v2.2 Release Notes*⁴ (T3032–98101)
- BC Network Administration Guide
- *HP StorageWorks Business Copy EVA/MA/EMA Host Agent v2.2 for Windows Release Notes*⁵ (T3032-98106)
- BC online Help & User Guide, as part of the BC server software, and on the BC documentation CD-ROM

2. Hereafter referred to as BC Read Me First.
3. Hereafter referred to as Update BC Read Me First.
4. Hereafter referred to as BC Server v2.2 Release Notes.
5. Hereafter referred to as BC Host Agent Release Notes.

Conventions

Conventions consist of the following:

- [Document Conventions](#)
- [Text Symbols](#)

Document Conventions

The document conventions included in [Table 1](#) apply in most cases.

Table 1: Document Conventions

Element	Convention
Cross-reference links	Blue text: Figure 1
Key and field names, menu items, buttons, and dialog box titles	Bold
File names, application names, and text emphasis	<i>Italics</i>
User input, command and directory names, and system responses (output and messages)	Monospace font COMMAND NAMES are uppercase monospace font unless they are case sensitive
Variables	<monospace, italic font>
Website addresses	Blue, underlined sans serif font text: http://www.hp.com

Text Symbols

The following symbols may be found in the text of this guide. They have the following meanings:



WARNING: Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or death.



Caution: Text set off in this manner indicates that failure to follow directions could result in damage to equipment or data.

Note: Text set off in this manner presents commentary, sidelights, or interesting points of information.

Getting Help

If you still have a question after reading this guide, contact an HP authorized service provider or access our website: <http://www.hp.com>.

HP Technical Support

Telephone numbers for worldwide technical support are listed on the following HP website: <http://www.hp.com/support/>. From this website, select the country of origin.

Note: For continuous quality improvement, calls may be recorded or monitored.

Be sure to have the following information available before calling:

- Technical support registration number (if applicable)
- Product serial numbers
- Product model names and numbers
- Applicable error messages
- Operating system type and revision level
- Detailed, specific questions

HP Storage Website

The HP website has the latest information on this product, as well as the latest drivers. Access storage at: <http://www.hp.com/country/us/eng/prodserv/storage.html>. From this website, select the appropriate product or solution.

To submit comments regarding BC, send an email to BCFeedback@hp.com.

HP Authorized Reseller

For the name of your nearest HP authorized reseller:

- In the United States, call 1-800-345-1518
- In Canada, call 1-800-263-5868
- Elsewhere, see the HP website for locations and telephone numbers: <http://www.hp.com>.

Installation Preparation

1

Installing or updating BC host agent software involves the following major steps:

1. Reading the BC Network Administration Guide for configuration requirements and planning
2. [Downloading the Update](#), page 12 (update only step)
3. [Coordinating Business Copy Installation Activities](#), page 13
4. [Verifying the Business Copy Server Configuration](#), page 14
5. [Verifying the Host Configuration](#), page 15
6. [Preparing for Installation](#), page 18
7. [Starting the Installation](#), page 19
8. [Completing the Installation](#), page 31

Downloading the Update

The BC host agent update is only available by download from the Business Copy product page website.

1. Visit <http://h18000.www1.hp.com/products/storage/software/bizcopyeva/index.html>
2. Click **software & drivers**.
3. Under **Available Software & Drivers**, click the **business copy EVA & business copy upgrade UI EVA/MA/EMA v2.2** link to access the update download page.
4. Refer to the BC Read Me First for pre-installation considerations and a procedure for making a CD backup of the download file.

When ready, go to the next section.

Coordinating Business Copy Installation Activities

BC server and BC host agent software are interdependent. Refer to the BC Read Me First for each product to verify the version requirements and compatibility.



Caution: If not properly planned and coordinated, updating a BC host agent to BC v2.2 can result in reduced operational capabilities and failure of BC jobs.

Ensure that:

- The BC host agent installation or update activities have been coordinated with users of the host
- The BC host agent version being installed or updated is compatible with the BC server for this BC network
- No BC jobs involving the host are running or “undoing,” or are scheduled to run or “undo” during the update installation period
- The BC server that supports the BC host agent installation is installed or updated before installing or updating the BC host agent
- The BC server is running while installing or updating the BC host agent

Note: HP strongly recommends that the BC server be running, to allow the BC host agent installation software to establish communication with the BC server. If necessary, the BC host agent can be installed without the BC server running.

When ready, go to the next section.

Verifying the Business Copy Server Configuration

Before installing or updating the BC host agent, verify that the BC server:

- Has a version level that supports this host agent
- Remains running during the host agent update

Also, record the following SMA information for the BC server installation:

- Fully qualified network name (such as MyAppliance.dept.corp)
- Unqualified network name (such as MyAppliance)
- IP address (such as 11.22.333.444)

Make sure to have this information available during the BC host agent installation.

To view the network name and IP address of an SMA, browse to the SMA and log in. Both items are shown at the top of the home page.

When ready, go to the next section.

Verifying the Host Configuration

Before installing or updating the BC host agent, verify that the host has BC-supported configurations and versions of the following:

- Host operating system version
- StorageWorks Solution Software kit
- FC HBAs and drivers
- StorageWorks Secure Path
- Multibus failover configuration with the storage controllers

This BC host agent is cluster-compatible and supports only Microsoft Cluster Service (MSCS) nodes.

Refer to the BC Network Administration Guide and BC Host Agent Release Notes for specific requirements.

When ready, go to “[Installing the Business Copy Host Agent](#)” on page 17 to start the installation or update.

Installing the Business Copy Host Agent

2

This module assumes that “[Installation Preparation](#)” on page 11 has been read and all appropriate steps have been successfully completed. Complete the following procedures in sequence to install a BC host agent:

1. [Preparing for Installation](#), page 18
2. [Starting the Installation](#), page 19
3. [Completing the Installation](#), page 31

Note: In MSCS environments, installing the BC host agent on a single host allows the cluster to use BC. However, HP requires installing the BC host agent on all cluster nodes. Otherwise, pertinent drive information for all nodes may not be available for cluster-based operations.

Preparing for Installation

Complete the following procedure to prepare for installing the BC host agent update software.

Note: To install BC successfully, the host computer must have at least 41MBs of free disk space.

Note: BC v2.2 requires a minimum installation of BC Host Agent v2.1 or v2.1a before the BC Host Agent v2.2 update can be initiated.

Full Installation

1. Locate the BC host agent CD-ROM.
2. Insert the CD-ROM into the CD drive.

An auto-run feature begins, extracting the BC host agent files to a default temporary folder on the host computer. After the files are extracted, setup begins.

When ready, go to [step 2](#) on page 20.

Update Installation

1. Either locate the CD-ROM made from the BC update download (see “[Downloading the Update](#)” on page 12) or locate the *BC_22_Update.exe* download file on the host computer.
If necessary, refer to the Update BC Read Me First.
2. Unzip the download file (*BC_22_Update.exe*).
3. Navigate to the folder (`.../bc_22_win_ha`) containing the extracted BC Windows files.
4. Locate the *bc_22_win_ha_install.exe* file on the host computer.

This file initiates the BC host agent installation.

When ready, go to “[Starting the Installation](#)” on page 19.

Starting the Installation

Complete the following procedure to install the BC host agent on a host.

Note: Do not remove the BC host agent CD-ROM from the CD drive until the installation is complete.

1. If updating BC, locate and double-click the *bc_22_win_ha_install.exe* file to start BC setup; otherwise continue with [step 2](#).

An auto-run feature begins, extracting the BC host agent files to a default temporary folder on the host computer. After the files are extracted, setup begins ([Figure 1](#) on page 20 displays).

Note: If [Figure 1](#) does not automatically display, manually start the setup using the following steps:

1. Navigate to the Windows folder on the CD-ROM.
2. Double-click the *bc_22_win_ha_install.exe* file to extract the setup files, start setup, and display the Introduction window (see [Figure 1](#)).

For Windows Server 2003 installations: if an After Installation window displays when the setup initiates, click **Cancel** to continue the installation.

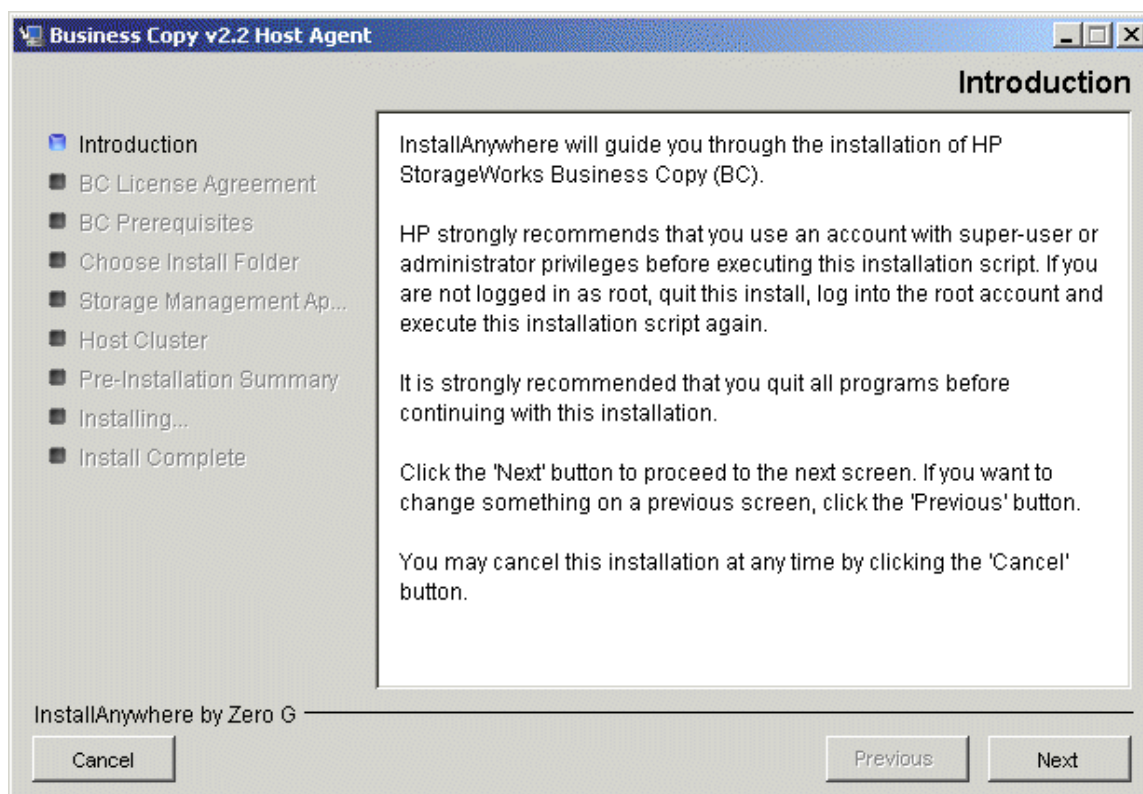


Figure 1: Introduction window

2. Click **Next**.

Note: Click **Cancel** at any time during the installation to exit the installation.

The BC License Agreement window displays (see [Figure 2](#)). Carefully review the BC License Agreement terms before continuing with the installation.

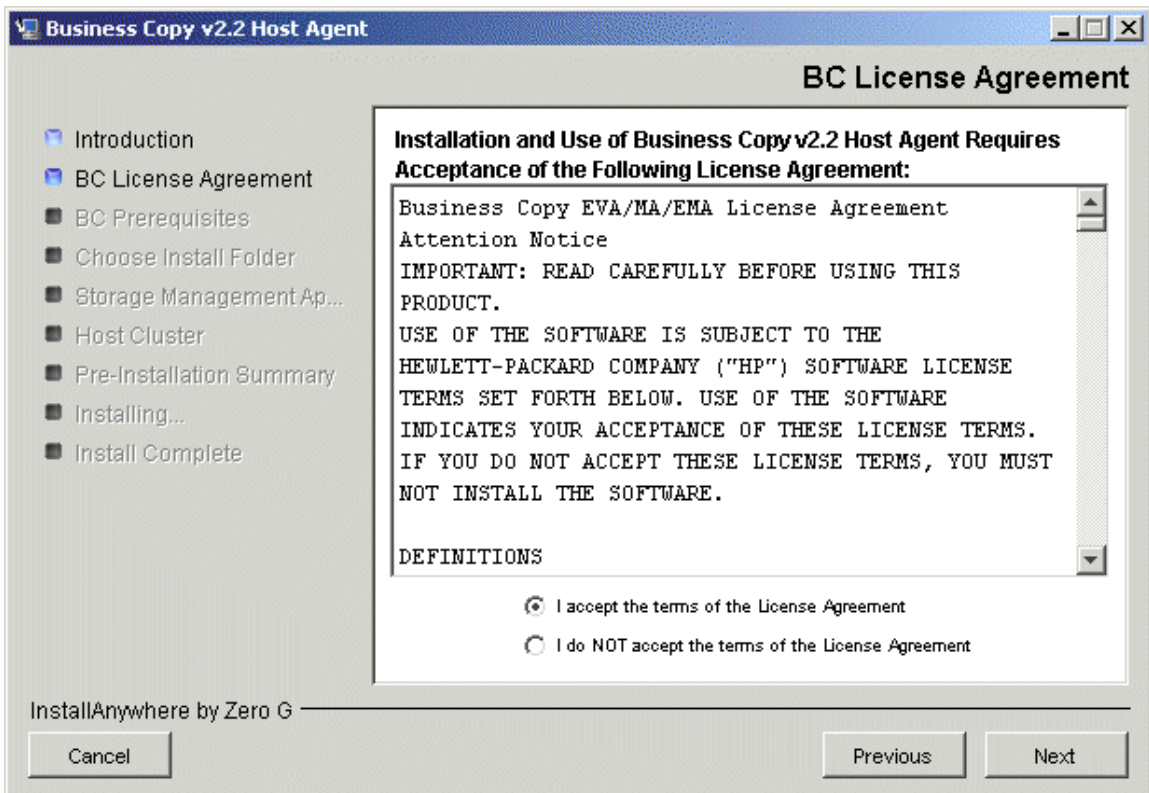


Figure 2: BC License Agreement window

Note: To continue installing the BC host agent software, the terms in the agreement must be accepted.

3. Click **I accept the terms of the License Agreement** to continue the installation.

4. Click **Next**.

The Prerequisites window displays (see [Figure 3](#)). Review these prerequisites and become familiar with each one. This window provides a reminder of items to verify or perform before continuing the BC host agent installation. Refer to the BC Network Administration Guide for detailed prerequisite information.

Note: If these prerequisites have not been met, or doubts exist as to whether the prerequisites are met, HP recommends clicking **Cancel** to exit the installation. Then, take the necessary action to make sure that the prerequisites are met and restart the installation.

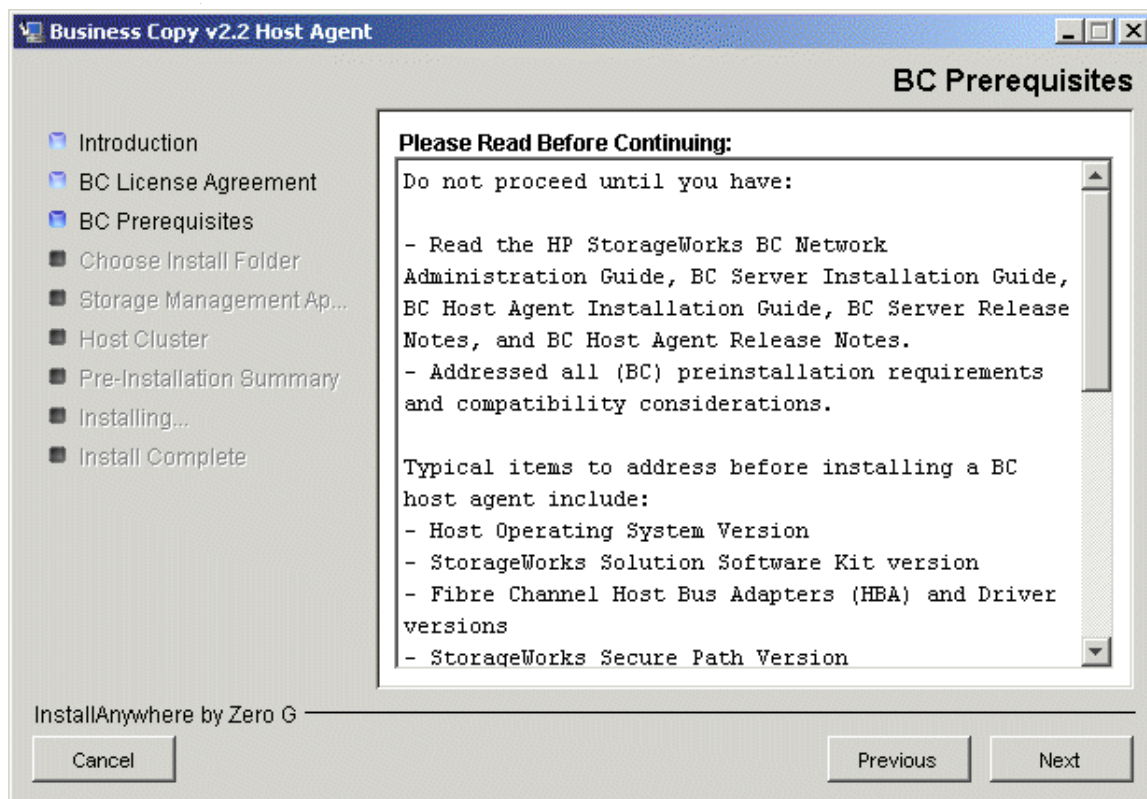


Figure 3: BC Prerequisites window

5. If the prerequisites are met, click **Next**.

The Choose Install Folder window displays the default installation path (see [Figure 4](#)).

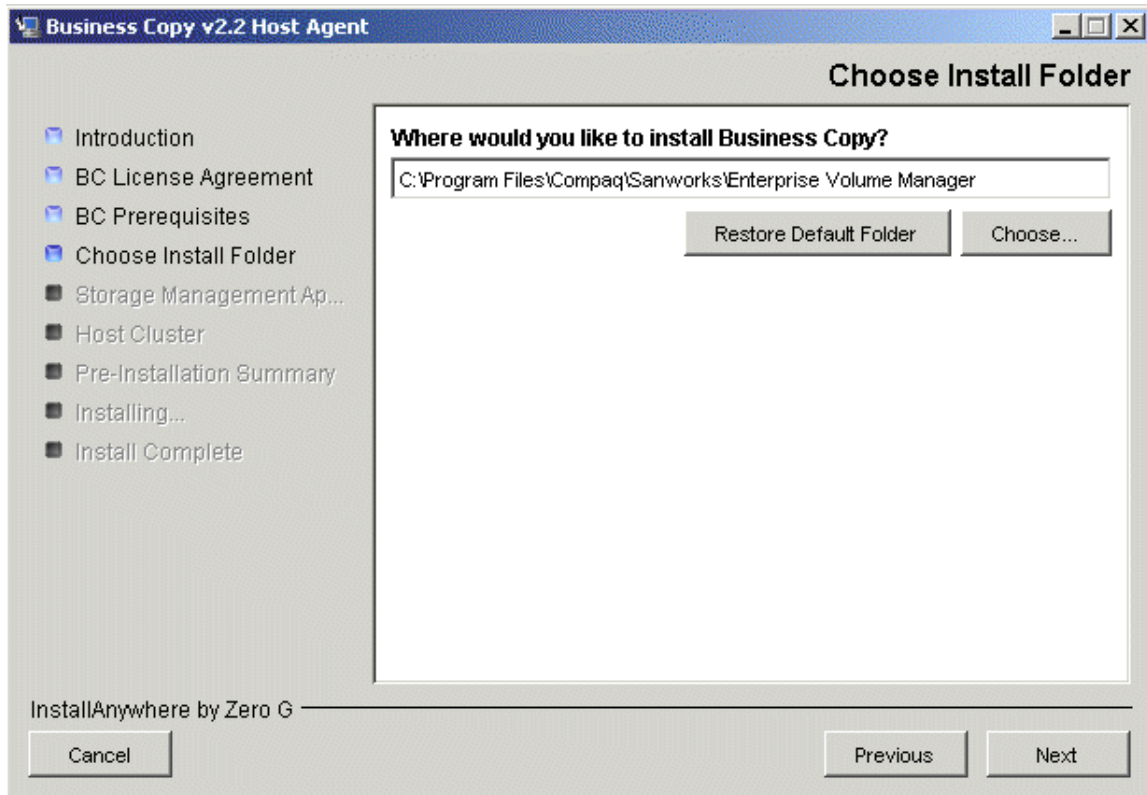


Figure 4: Choose Install Folder window

Note: If installing BC on a 64-bit computer, the default installation path is: Program Files (x86)\Compaq\Sanworks\Enterprise Volume Manager

- Click **Next** if the default destination folder is acceptable; otherwise, click **Choose** to browse to another installation folder and then click **Next**.

The Storage Management Appliance Name windows displays (see [Figure 5](#)).



Figure 5: SMA name window

Note: For reinstallations, the previous SMA name displays as the default.

7. Enter the fully qualified name, qualified name, or IP address of the SMA that supports this BC host agent.

Note: The SMA name is required to establish network communication between BC host agents and the BC server. A default SMA name is derived from the SMA serial number:

- On a first generation SMA model, use the letters *swma* and include the last 6 characters of the SMA serial number.
If the SMA software was restored using the Quick Restore CD v2.0, the default SMA name begins with *sma* and includes all 12 characters of the SMA serial number.
- On an SMA II model, use the letters *sma* and include all 12 characters of the SMA serial number.
- On an SMA III model, use the letters *sma* and include all 10 characters of the SMA serial number.

If the default SMA name was changed, identify the current SMA name, as shown in the upper right-hand corner of the SMA software GUI.

For example:

- If the SMA name is “MyAppliance” and the domain is “dept.com,” enter `MyAppliance.dept.com` for a fully qualified name.
- If the fully qualified name is `MyAppliance.dept.com`, enter `MyAppliance` as the qualified name.

Note: HP recommends using the fully qualified name when entering SMA name information.

- If the SMA IP address is “11.22.333.444,” enter `11.22.333.444` for the IP address.

A check is performed to verify communication with the SMA name or IP address:

- If this check fails, [Figure 6 on page 26](#) displays.

This check allows an incorrect SMA name to be corrected. The check also provides the opportunity to continue the BC host agent installation, in the event that the LAN is down or the SMA is offline.

- Click **Yes** to continue the installation using the SMA name entered in [step 7](#) ([Figure 8](#) on page 28 displays).
- Click **No** to display [Figure 5](#) on page 24 and continue the installation at [step 5](#).



Figure 6: SMA name failure message

- If this check succeeds, [Figure 7](#) displays.

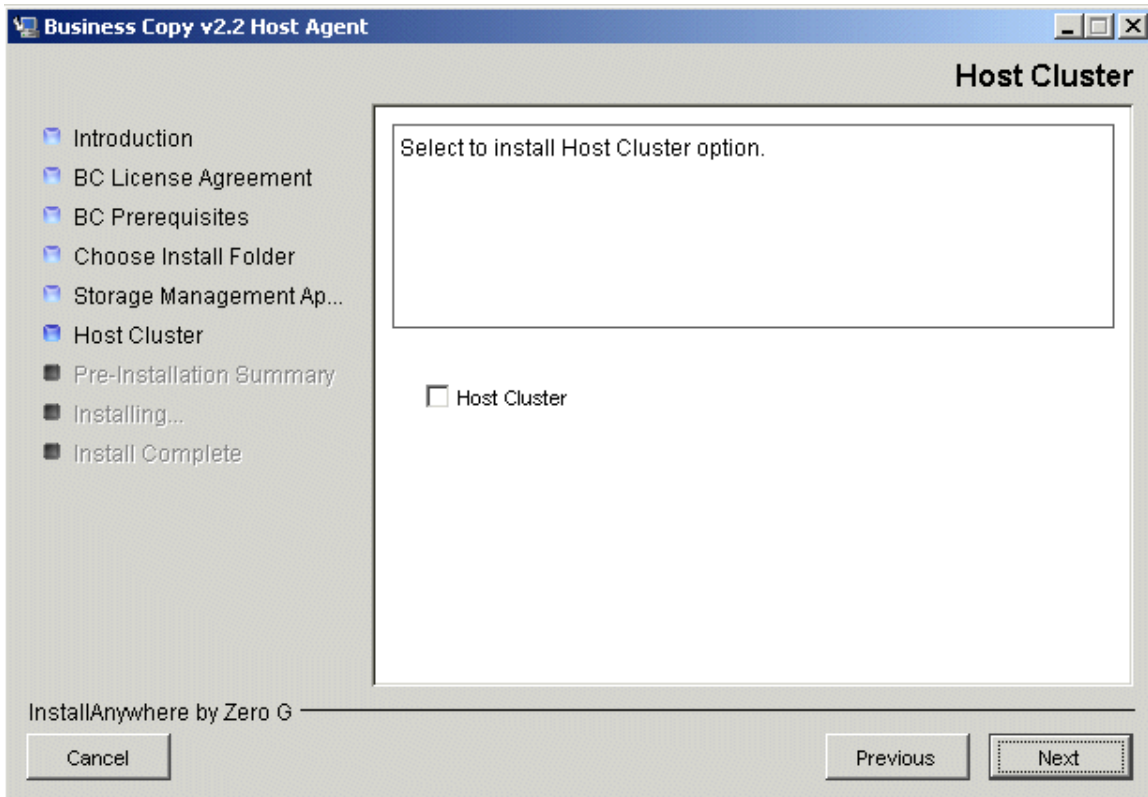


Figure 7: Host Cluster window

Note: Install host cluster support only in clusters that use MSCS. All cluster nodes need the host cluster support enabled during BC installation. Enabling this feature on a noncluster node has no impact on BC functionality.

For standalone hosts being added to a cluster environment at a later date, the BC host agent must be reinstalled to add BC cluster functionality.

- Click **Next** to omit host cluster support; otherwise, check **Host Cluster** to add cluster support, and then click **Next**.

The Pre-installation Summary window displays (see [Figure 8](#)).

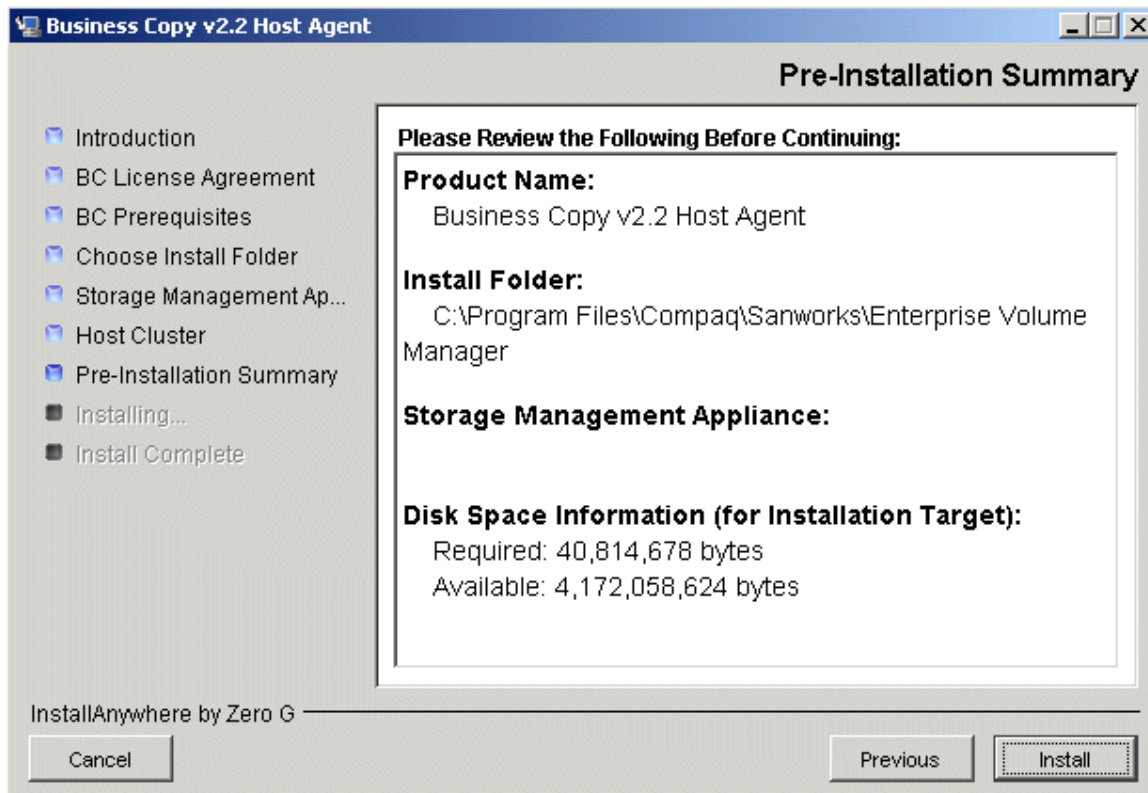


Figure 8: Pre-installation Summary window

- Review the summary information.

10. Click **Install** if the summary information is *correct*; click **Previous** or **Cancel** if the summary information is *not correct*.

An installation window briefly displays as the BC host agent software installs. Following a successful installation, [Figure 9](#) displays.

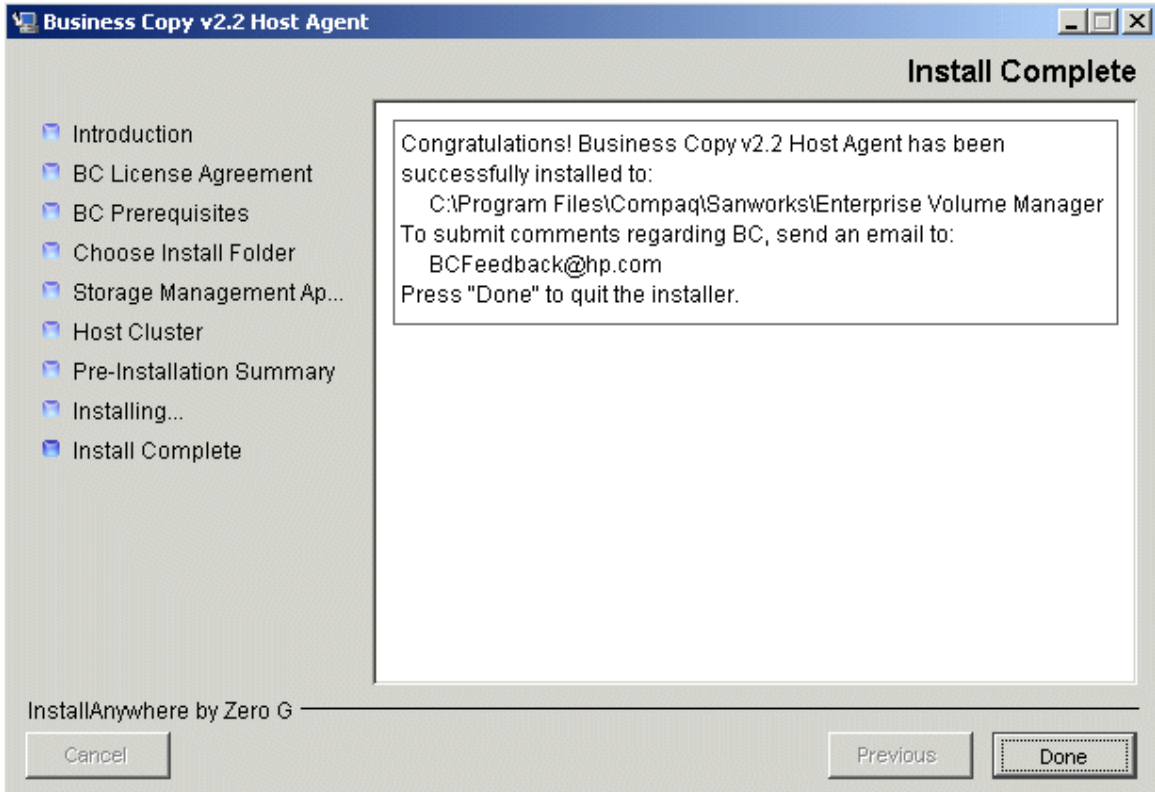


Figure 9: Install Complete window

Note: The host computer may need to be restarted before the BC host agent software takes effect and the BC service on this computer is started.

Note: *Do not* remove the BC host agent CD-ROM from the CD drive until the restart completes and you have logged back in to the host computer to finish the installation.

11. Click **Done**.

The BC host agent is now installed. The BC host agent can communicate with the BC server and participate in BC jobs.

Note: If a required restart is delayed until later, the installation is not complete until the host computer restarted. Then proceed to the last step in this procedure.

12. After an installation-required restart takes place:

- a. Log in to the host computer.

Logging in to the host computer is critical to completing the BC installation and must occur before the BC host agent CD-ROM is removed.

- b. Remove the BC host agent CD-ROM from the CD drive.

Completing the Installation

If the BC host agent was started during installation, HP recommends browsing to the BC network and verifying that the BC host agent is recognized. Otherwise, perform the verification after manually starting the host agent.

Completing the host agent installation topics include:

- [Reusing Customized OSVM.ini Settings Following a BC Host Agent v2.2 Installation](#), page 31
- [Manually Starting and Stopping the Business Copy Host Agent](#), page 31
- [Browsing to the Business Copy Network](#), page 32
- [Verifying that the Business Copy Host Agent Is Recognized](#), page 32
- [System Files Modified During Installation and Removal](#), page 33

Reusing Customized *OSVM.ini* Settings Following a BC Host Agent v2.2 Installation

If the previous BC network used customized settings in the *OSVM.ini* file, these customized attributes should be reapplied following the BC host agent installation.

Note: A previous *sb.ini* file is automatically updated for required changes to BC v2.2 operations during the BC host agent installation.

During the BC host agent installation, the previous *OSVM.ini* file is saved as *OSVM.ini.bak* to allow access to the customized settings. If desired, reapply the customized settings by migrating them from the *OSVM.ini.bak* file to the new *OSVM.ini* file.

Manually Starting and Stopping the Business Copy Host Agent

Refer to the BC Network Administration Guide for the procedures to manually start or stop service on a BC host agent.

Browsing to the Business Copy Network

To browse to the BC network, the browsing computer must have a BC-supported browser and Java™ Runtime Environment (JRE) installed.

From a host computer, browse to BC and let the BC server detect the JRE environment. Where possible, the BC server provides help for downloading the correct JRE.

Refer to the BC Network Administration Guide and BC Server v2.2 Release Notes for details.

Verifying that the Business Copy Host Agent Is Recognized

To verify that a BC host agent is being recognized by the SMA, complete the following procedure:

1. Browse to the SMA and log in.
Refer to the BC Network Administration Guide, if necessary.
2. Click **Tools**.
3. Click **business copy**.
The BC GUI displays.
4. Click **Help**.
5. Click **About Business Copy**.
Verify that the BC version number is 2.2.
6. Click **Resources**.
7. Review the Resources page to verify that the host is included in the host resources display.
A successful installation displays the BC host agent on this page.
8. Continue to the next host-specific BC host agent installation guide to add other BC host agents to this BC network or to update existing agents.

System Files Modified During Installation and Removal

During the BC host agent installation process, the following host computer system file is modified: `\winnt\system32\drivers\etc\services`.

Sample entries added to the `\winnt\system32\drivers\etc\services` file include:

```
switchboard 4991/tcp #CPQevm switchboard application
bdctrvcv    4995/udp  #CPQevm broadcast receiver application
```

During the BC host agent removal process, this file is modified again to remove the BC entries that were added during the installation process.

Removing the Business Copy Host Agent

3

Removing BC host agent software involves the following major steps:

1. [Coordinating Removal Activities](#), page 36
2. [Starting the Removal](#), page 37
3. [Completing the Removal](#), page 39

Note: To remove BC from an MSCS environment, remove the BC host agent from all hosts in the cluster on which the host agent has been installed.

Coordinating Removal Activities

Removing a BC host agent requires coordination to make sure that the software is removed cleanly from the host.



Caution: Make sure that all personnel using applicable storage systems that contain BC are informed of the impending BC removal. Removing a BC host agent while the host agent is running a BC job can result in reduced operational capabilities and loss of data.

Ensure that:

- No BC jobs that involve the host are running or “undoing” during the removal
- No BC jobs that involve the host are scheduled to run or “undo” during the removal
- Removal activities have been coordinated with BC users and other operations

Be aware that:

- Stopping a BC host agent prevents the host computer from being recognized by the BC network
- Stopping a BC host agent prevents any jobs involving that host from running successfully

When ready, go to the next section.

Starting the Removal

To remove the BC host agent from a host computer, complete the following procedure

1. From the host computer, choose **Start > Settings > Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Click **Business Copy v2.2** or **Business Copy v2.2 Update**.
4. Click **Change/Remove**.

After the InstallShield screens are displayed, the Uninstall Business Copy v2.2 Host Agent window displays (see [Figure 10](#)).

Note: Click **Cancel** at any time during the removal to exit Setup.

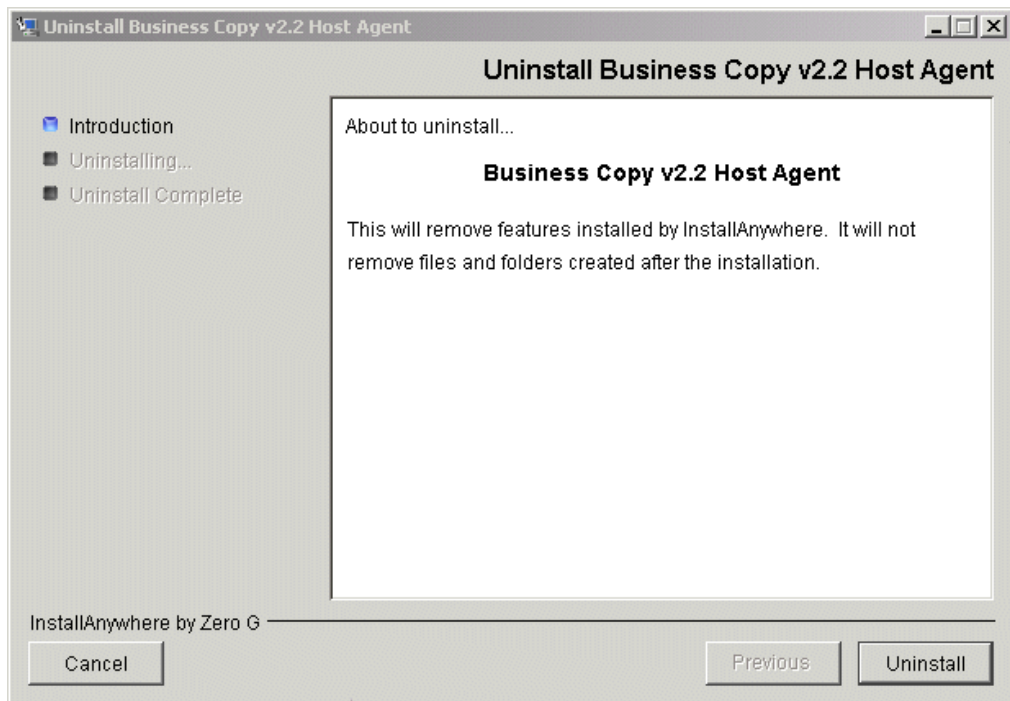


Figure 10: Uninstall Business Copy v2.2 Host Agent

Note: For MSCS environments, remove the BC host agent from all hosts in the cluster on which the host agent has been installed.

5. Click **Uninstall** to uninstall the BC host agent software from the host.

A Setup Status window is briefly displayed during the removal of BC files. File removal can take anywhere from a few seconds to several minutes. No action is required.

After removing the necessary files, Setup confirms the removal by displaying the window shown in [Figure 11](#).

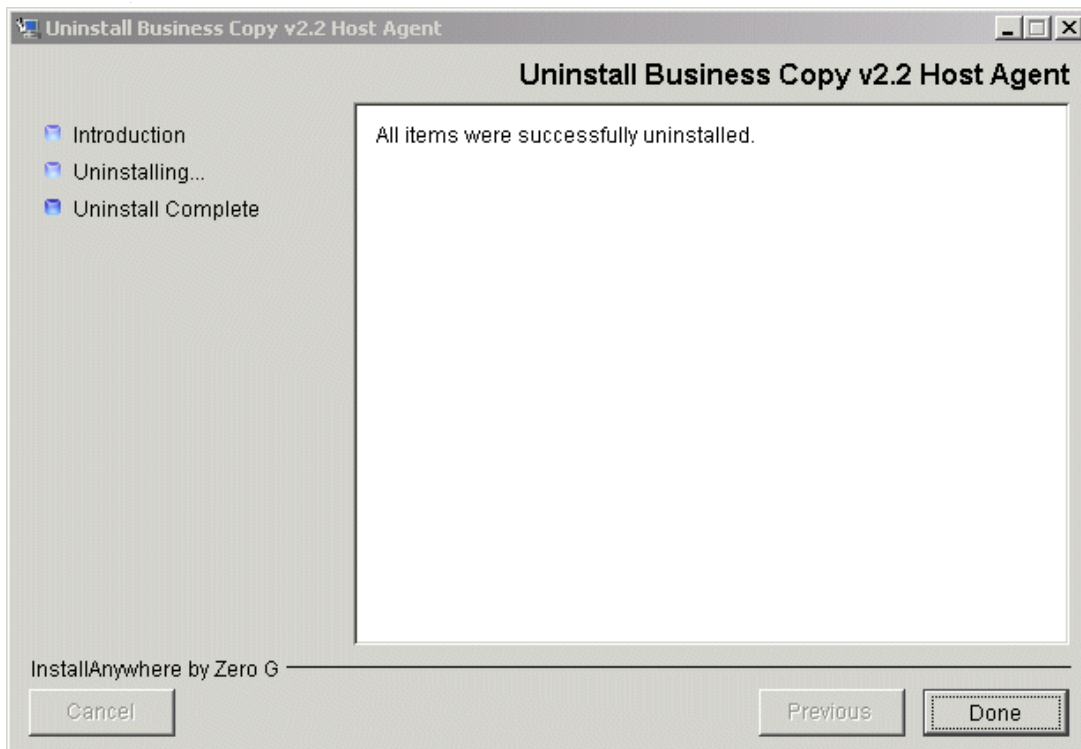


Figure 11: Uninstall Business Copy v2.2 Host Agent Uninstall Complete

6. Click **Done** to exit Setup.

The BC host agent is now removed from this host computer.

Completing the Removal

After the BC host agent is removed, the computer can no longer participate in BC jobs. Running any BC job that involves this computer causes the job to fail.

HP recommends planning for the disposition of each BC job that involves this computer. For example:

- Delete the job (if the job will not be valid again).
- Change the job (to eliminate all references to this host computer).
- Leave the job as is (if the job might be used again).

From a BC network perspective, a BC host agent removal is not complete until all impacted BC jobs are resolved.

Reinstalling the Business Copy Host Agent

4

Situations may arise where a change in the BC network requires a change to BC server information stored by the BC host agent. For example:

- The SMA is renamed or replaced.
- The SMA IP address changes.
- The BC server software is moved to a different SMA.
- A network name changes.
- A host computer is reassigned for use with a different SMA.
- Cluster support is added to a host.

For these situations, reinstalling the BC host agent may be appropriate.



Caution: Make sure that all personnel involved with using applicable storage systems that contain BC are informed of the impending BC reinstallation. If not properly planned and coordinated, reinstalling a BC host agent while the host agent is involved in a running a BC job can result in reduced operational capabilities and loss of data.

Reinstalling BC host agent software replaces only the BC files from the current installation.

To reinstall the BC host agent, complete the following procedure:

1. Locate the BC host agent CD-ROM.
2. Insert the CD-ROM into the CD-ROM drive.

An auto-run feature begins extracting the BC host agent files. After the InstallShield screens are displayed, the Introduction window displays (see [Figure 12](#) on page 42).

Note: Click **Cancel** at any time during the reinstallation to exit Setup.

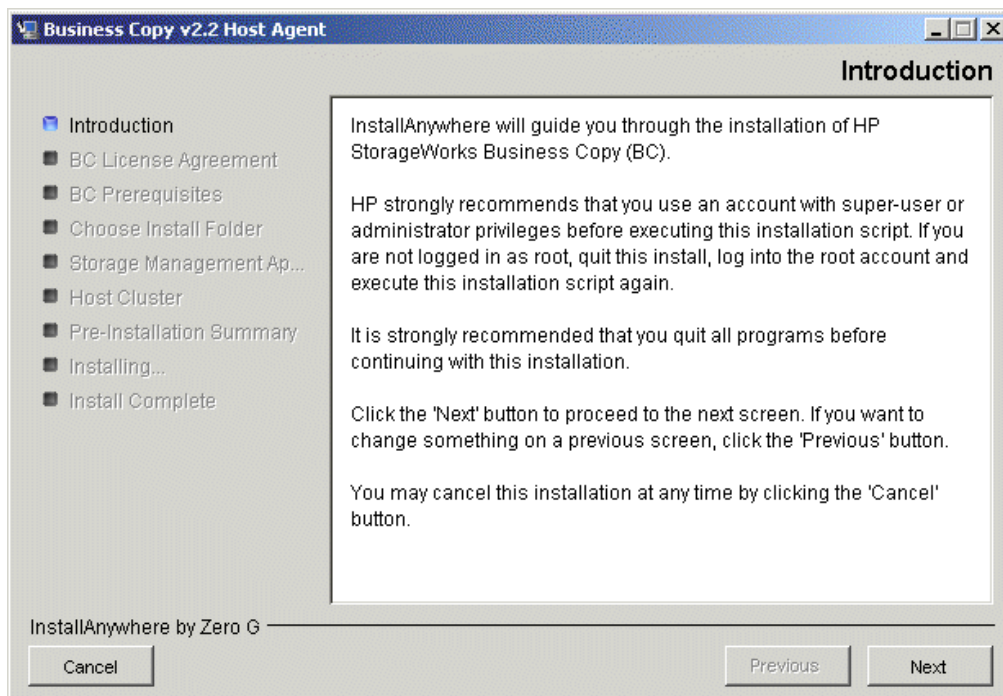


Figure 12: Introduction window

3. Click **Next**.



Figure 13: SMA name window

4. Click **Next** to accept the current SMA name or enter a new SMA name.

A check is performed to verify communication with the SMA name or IP address:

- If this check fails, [Figure 14](#) on page 44 displays.

This check allows an incorrect SMA name to be corrected. The check also provides the opportunity to continue the BC host agent installation, in the event that the LAN is down or the SMA is offline.

- Click **Yes** to continue the installation using the SMA name entered in [step 4](#) ([Figure 15](#) on page 44 displays).
- Click **No** to display [Figure 13](#) and continue the installation at [step 5](#) on page 45.



Figure 14: SMA name failure message

- If this check succeeds, [Figure 15](#) displays.

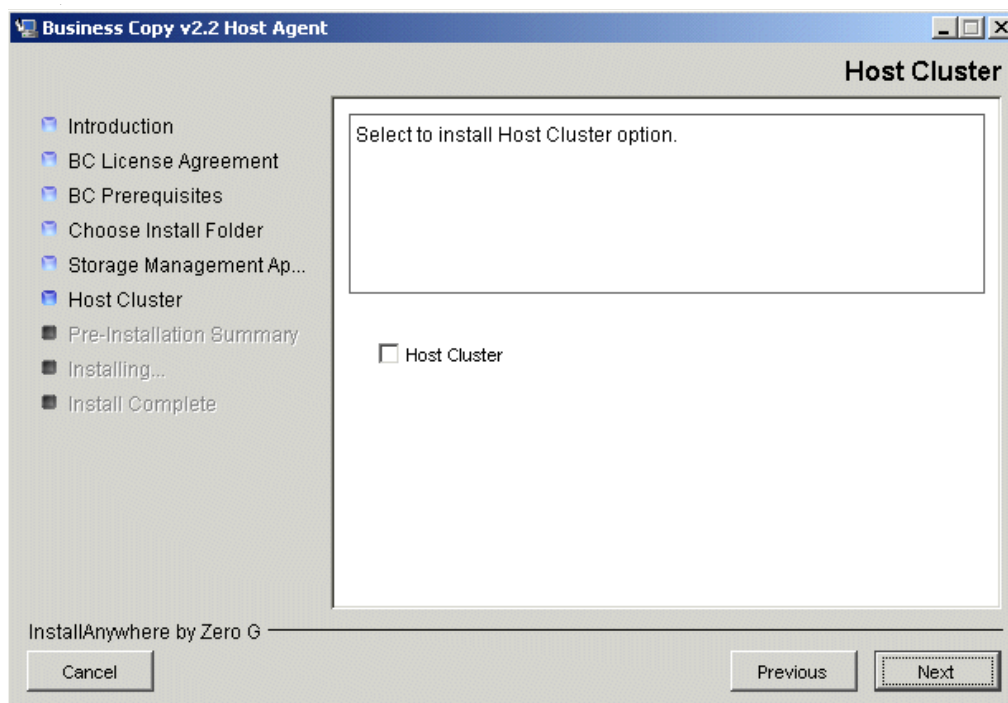


Figure 15: Host Cluster window

Note: Install host cluster support only in clusters that use the MSCS. All cluster nodes need the host cluster support enabled during BC installation. Enabling this feature on a noncluster node has no impact on BC functionality.

For standalone hosts being added to a cluster environment at a later date, the BC host agent must be reinstalled to add BC cluster functionality.

- Click **Next** to omit host cluster support; otherwise, check **Host Cluster** to add cluster support, and then click **Next**.

The Pre-installation Summary window displays (see [Figure 16](#)).

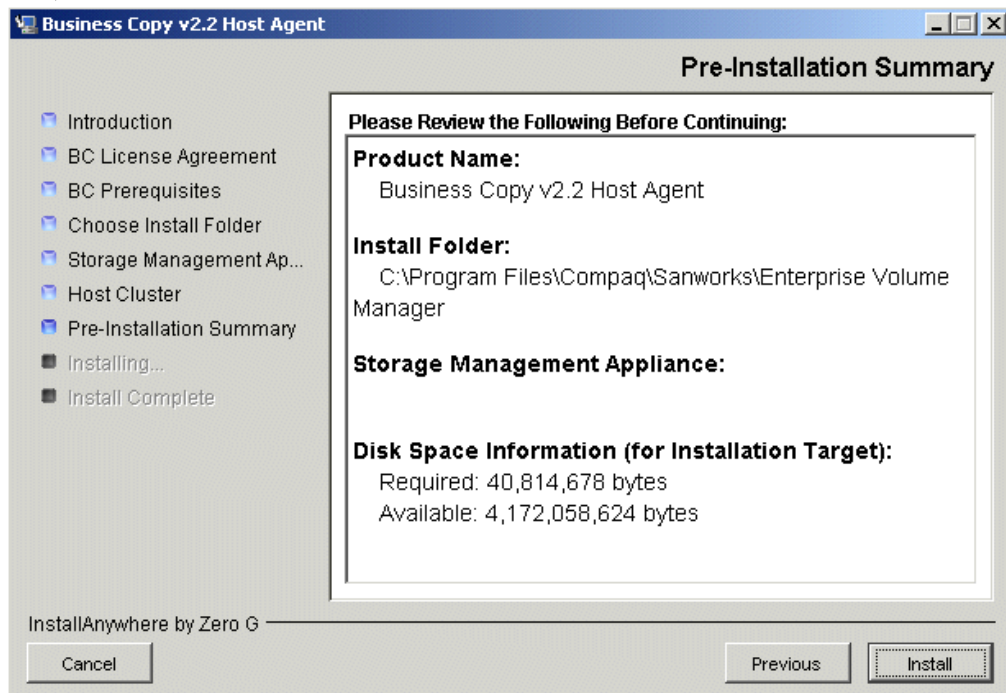


Figure 16: Pre-Installation Summary window

- Review the Pre-Installation Summary information.

7. Click **Install** if the Pre-Installation Summary information is *correct*; click **Previous** or **Cancel** if the Pre-Installation Summary information is *not correct*.

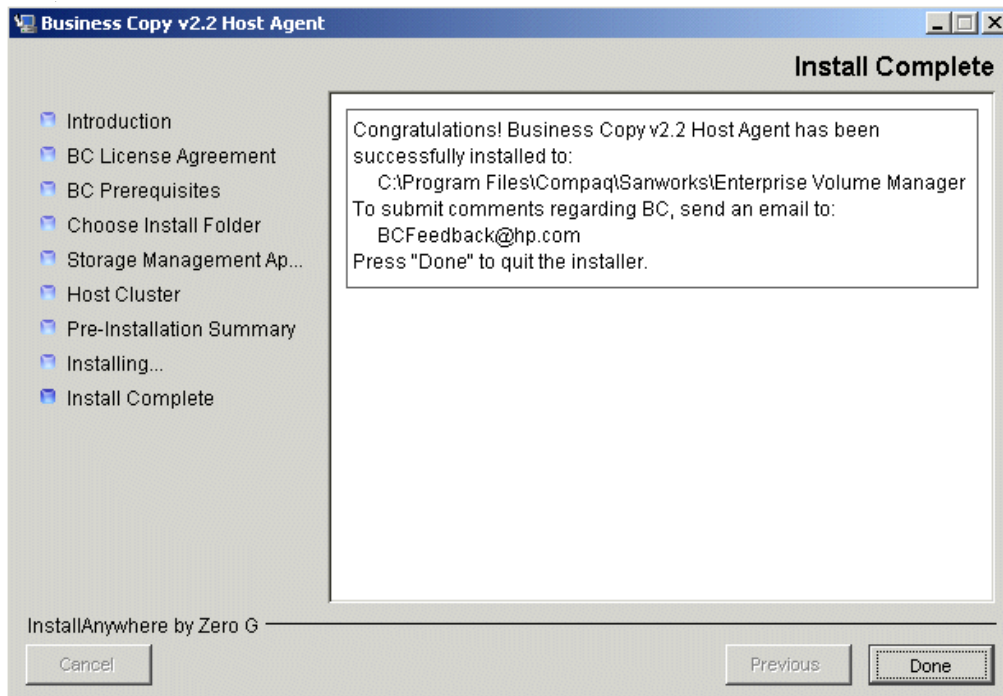


Figure 17: Install Complete window

An installation window briefly displays as the BC host agent software installs. Following a successful installation, [Figure 17](#) displays.



glossary

This glossary defines terms used in this guide or related to this product and is not a comprehensive glossary of computer terms.

Agent

In a client/server system, a program that performs information gathering or processing tasks on behalf of a client or server. Agents often communicate with other agents to perform a collective task on behalf of the user.

StorageWorks agents run on storage system host computers and can be accessed by StorageWorks clients to control and manage the storage system.

BC Network

A network that consists of BC-enabled computers that are connected to a common LAN and to a BC-compatible StorageWorks storage system.

BCV

Business Continuance Volume. A generic term for a storage unit that is created from a standard production unit. A BCV unit can subsequently be used in production tasks, such as backups, application migration, data mining, and testing. A key feature of a BCV unit is that the unit can be accessed while the production volume remains online for normal I/O. The term *BCV unit* does not imply the use of any specific technology.

Client

A computer or program that requests a service of another computer in a client/server system.

Device Manager

A Web-based storage environment manager that enables users to configure and monitor StorageWorks controllers. A device manager or element manager resides on the SMA.

See also [Element Manager](#).

Element Manager

A Web-based storage environment manager that enables users to configure and monitor StorageWorks controllers. A device manager or element manager resides on the SMA.

See also [Device Manager](#).

Host

In StorageWorks storage system environments, the controlling computer to which a storage system is attached.

Instance

The presence of a program or set of related programs in a computer or storage system. In a BC network, only one BC server instance is allowed (loaded on the SMA), but many BC host agent instances are allowed (one instance per host operating system computer).

Job (BC job)

A file created by BC that represents a user request to perform a task or series of tasks. For example, the BC job named *stor1_backup_daily_sales* might:

1. Replicate a storage unit by the clone method to create BCV units.
2. Mount the BCV units on a server.
3. Start the tape backup of the BCV units.

BC jobs are created by using the Job Create page of the GUI. Jobs can be run from the GUI, the EVM Command Line, script files, or a scheduler.

Node

A generic term for an addressable unit, such as a computer or peripheral device attached to a network. In BC, a BC-enabled computer that is connected to the BC network.

OpenView

An HP line of software products that provides storage management solutions, data protection and recovery, automatic performance tuning, storage virtualization, and other features for multivendor storage environments.

SAN

Storage Area Network. A dedicated, high-speed subnetwork of storage devices that are available to servers on a LAN or WAN. As storage devices are added to the SAN, they become accessible to the servers in the larger network.

SANworks

A Compaq line of software products that provide storage management solutions, data protection and recovery, automatic performance tuning, storage virtualization, and other features for multivendor storage environments.

See also [OpenView](#).

Server

A computer or program that provides a service to other computers in a client (host agent)/server system. Servers often run continuously, waiting for requests from clients.

SMA

See [Storage Management Appliance](#) and [Storage Management Appliance Software](#).

Storage Management Appliance

A host-independent server product designed to connect directly to the SAN fabric. The SMA and SMA software provide a centralized point for managing and monitoring SAN elements, including HP switches and storage arrays.

See also [Storage Management Appliance Software](#).

Storage Management Appliance Software

SMA software installed on SMA hardware that provides a GUI for accessing the monitored SAN environment. This software also provides a launch site for a variety of value-added applications and provides navigation links to directly manage storage components on the SAN.

Storage System

From the perspective of a host, each addressable StorageWorks controller (or controller pair) and their attached physical disks.

StorageWorks

An HP line of hardware storage solutions for multivendor server environments.

TCP/IP

Transmission Control Protocol/Internet Protocol. A suite of communications protocols used to connect host computers to the Internet.

Undo (BC Job)

A special job file that is automatically created by BC for “undoing” steps that have been completed in a user-created job. For example, the job named *undo_stor1_backup_daily_sales* could be run after a tape backup was completed. The undo could unmount the BCV units and return their disks to the pool of free storage resources.

Unit

In StorageWorks storage systems, a logical volume identifier that the controller uses when a container is mounted on a host computer. For example, the unit identifier *D1* could represent a RAID 0+1 striped mirror set that is mounted on a host computer. StorageWorks disk units begin with the letter “D” and tape units begin with the letter “T.”

Volume

A generic term for a storage unit, such as a hard disk, floppy disk, disk cartridge, CD-ROM, or tape cartridge.

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